



# E9-1-1 Interface Manual

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Spillman® Public Safety Software

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# Preface

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Welcome to the *E9-1-1 Interface Manual*.

This manual is written for users about how to use the E9-1-1 Interface, and for administrators about how to set up and maintain the interface.

The E9-1-1 Interface is available to Spillman Flex.

## Other manuals

The *RMS User Manual* provides information about the basic features of the software, including how to start and exit, navigate, use screens, search, print, and run reports. The *RMS User Manual* also explains how to use the Hub module, which comprises the tables used by most of the software users.

The *Application Setup and Maintenance Manual* provides information for the Spillman Application Administrator (SAA) at your agency, including procedures for installing and maintaining the software. The *Code Table Setup and Maintenance Manual* provides information for adding and maintaining your agency's code tables. The *Security Setup and Maintenance Manual* provides information for protecting your agency's system and setting up system privileges.

## Windows basics

Be familiar with the standard features of Microsoft® Windows® before using the software. At minimum, know how to do the following:

- Use a mouse or the keyboard to perform basic tasks, such as choosing menu options and buttons
- Work with windows, such as selecting, minimizing, restoring, maximizing, sizing, scrolling, closing, and so forth
- Work with dialog boxes

If these tasks are unfamiliar, then refer to your Windows online documentation or complete an online Windows tour.

## Conventions

When using this manual, note the following conventions.

Convention	Meaning/Use	Examples
<b>bold</b>	Used for names of menus, options, text boxes, buttons, fields, and other items that appear on the screen.	<b>OK</b> is a button on the screen. Click <b>OK</b> , or press Enter.
angle bracket (>) between items	Shows the menu option(s) that must be selected, in sequence, to get to a specific option.	From the Start menu, select <b>All Programs &gt; Spillman &gt; Spillman Mobile</b> .
plus sign (+) between keys	Used for keys that are pressed at the same time. Hold down the first key, and press the other key(s). When a keystroke is available for a mouse action, both the mouse action and the keystroke are presented.	Press Ctrl+E. Click <b>Close</b> , or press Ctrl+F4.
comma (,) between keys	Used for keys that are pressed in sequence. Press and release each key, in the order shown.	Press Alt, F, O to open the File Options dialog box.
Courier font	Used for displayed text. Used for table names.	The software prompts: Are you sure you want to delete this record? Open the Names table (nmmain).
<b>bold Courier font</b>	Used for information you enter.	Enter the street address, such as <b>401 W Sycamore St.</b>
<i>italics</i>	Used for emphasis. Used for variable information you supply.	Enter the date, using the <i>mm/dd/yyyy</i> format.

The following boxes signify special information.

### NOTE

Notes call attention to information that is of particular importance or that varies depending on a particular condition, such as the way your Spillman Application Administrator (SAA) has configured the software.

### TIP

Tips present recommendations, optional actions, and additional ways to perform specific tasks.

**CAUTION**

Cautions point out actions that might endanger your data or its integrity (usefulness) or cause other problems later.

Features on your computer depend on your software version, modules, and privileges. Actual screens on your computer might vary from the sample screens shown in this manual. However, any differences are minor and do not affect the tasks being described.

To find more manuals, visit [MySpillman](#) or the [Spillman Knowledgebase](#).



# Chapter 1

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## *User Information*

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## ***Introduction***

The E9-1-1 Interface receives Automatic Location Identification (ALI) information from a Spillman-approved E9-1-1 system and incorporates that information into a new active Call record in the CAD (Computer-Aided Dispatch) module on the UNIX server. For calls made from wireless communication devices, such as cellular phones or Personal Data Assistants (PDAs), the E9-1-1 Interface also extracts latitude and longitude information as well as uncertainty data, which indicates the degree of accuracy of the latitude and longitude information.

## ***Understanding E9-1-1 terms***

The following terms are used in the E9-1-1 interface:

- ANI – Automatic Number Identification
- ALI – Automatic Location Identification
- PSAP – Public Safety Answering Point

## ***Understanding E9-1-1 Data Transfer***

When a 911 call is taken, a 9 (for “E9-1-1”) appears in the **How Received** field of the Call record. The E9-1-1 data listed in the following table is placed in the Add A New Call screen fields.

E9-1-1 data	CAD Add A New Call screen fields
Location <ul style="list-style-type: none"><li>▪ For a land line phone, the location is a street address</li><li>▪ For a wireless communication device, the location is given as longitude and latitude coordinates</li></ul>	<b>Address</b> For wireless calls, the latitude, longitude, and uncertainty data is displayed in the following format: LAT: number LON: number UNC: number or code
City	<b>City</b> (dependent upon how the agency sets up the E9-1-1 software and the City Codes table (apcity))
Owner's name	<b>Contact</b>
Phone number	<b>Tel</b>
911 data stream (all of the above data as required by the agency)	<b>Info</b>

# Chapter 2

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## ***Administrator Information***

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## ***Introduction***

The following task must be completed to set up the E9-1-1 Interface module:

- “Setting Up E9-1-1 CAD” on page 15

## Setting Up E9-1-1 CAD

This section provides the setup instructions for the E9-1-1 Interface. Because this module works with CAD, the CAD module must be set up for your agency.

Be sure to define common codes as instructed in the *Code Table Setup and Maintenance Manual*.

Also define the common settings (application parameters) listed in the *Application Setup and Maintenance Manual*.

### Setting up application parameters

In the Application Parameters table (apparam), set up the following settings as needed.

Parameter	Description	Value
auto911	Automatically Add 911 to AC	YES/NO
	Determines whether the Add A New Call screen is automatically populated with E9-1-1 data. Set auto911 to YES to automatically populate the data. The default value is YES.	
cdce911	Put 911 info in cdce911 table	YES/NO
	Use the cdce911 setting (application parameter) to determine whether the software stores E911 information in the CAD E911 Data screen (cdce911) or in call comments. The default value is NO. <ul style="list-style-type: none"><li>• Set cdce911 to YES to have the software store E911 information in the CAD E911 Data screen (cdce911).</li><li>• Set cdce911 to NO to have the software store E911 information in call comments.</li></ul>	
e911time	Time Limit for New E9-1-1 Data	numeric
	Sets the number of seconds that can pass before the software considers data associated with an E9-1-1 call to be invalid. Once the software considers the data to be invalid, the data does not appear when the dispatcher uses the Add Call command. The default value is 300.	

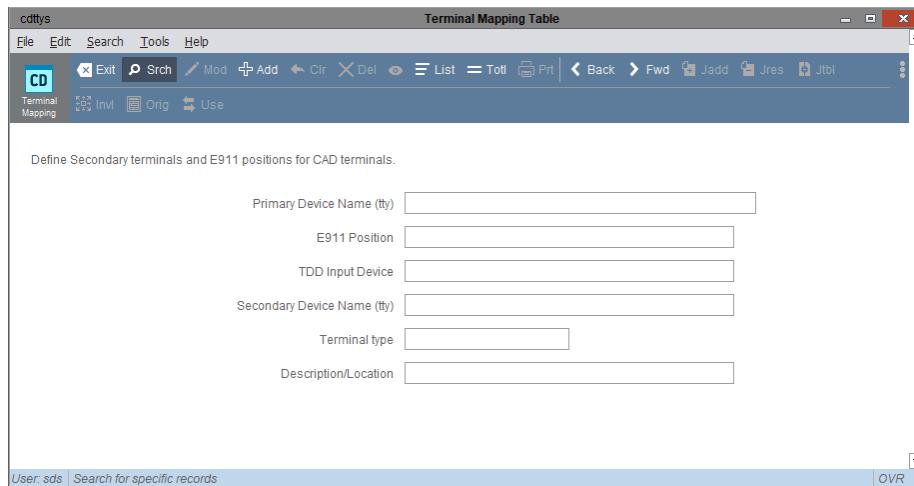
### Adding records to the Terminal Mapping table

To tell the software where to look for the E9-1-1 information, connect each dispatch terminal with the appropriate E9-1-1 position. This is accomplished by entering a record for each dispatch terminal in the Terminal Mapping table (cdttys).

To add records to the Terminal Mapping table:

1. Enter `cdtts` in the command line.

The Terminal Mapping screen opens.



2. Click **Add**.
3. Complete the fields as necessary. For field descriptions, see “Fields on the Terminal Mapping screen” on page 16.
4. Click **Accept**.

**Fields on the Terminal Mapping screen**

**Primary Device Name (tty)**

30 characters, alphanumeric field. Enter the SDS Display variable of the dispatch computer.

**E911 Position**

Two characters, alphanumeric field. Enter the E-911 position that corresponds with the dispatch position entered.

**TDD Input Device**

30 characters, alphanumeric field. Enter a brief description of the terminal’s location or function. For example, `dispatch console`.

**Secondary Device Name (tty)**

30 characters, alphanumeric field. Enter the secondary SDS Display variable of the dispatch PC.

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**Terminal Type**

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15 characters, alphanumeric field. Enter the terminal type.

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**Description/Location**

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30 characters, alphanumeric field. Enter a brief description of the terminal's location or function. For example, dispatch console.

For more information, see the *CAD Administrator Manual*.

### **Configuring E9-1-1**

The CAD numbering system might not match the E9-1-1 phone numbering system. Spillman Technical Services can help in matching up CAD stations and E9-1-1 phone positions.

Contact Spillman Technical Services when your agency is scheduled to install the serial cable. Although it is your agency's responsibility to connect the cable and set up the port, Spillman Technical Services must also complete some setup procedures and will help test the data stream from the E9-1-1 port. Once the port successfully reads data and enters it into the Add A New Call screen, Spillman Technical Services will configure the software and work with your agency through the testing stage to ensure that each stage is functioning properly.

Contact Spillman Technical Services for a form that must be filled out to provide the information necessary for proper installation. This information includes station names, ttys/DISPLAY names, and E9-1-1 positions, along with your offset and lengths for your data stream. It is necessary to gather some of this information from your E9-1-1 or telephone service provider.

